

W-03875A-08-0421



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ORIGINAL

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

RECEIVED

510

Investigator: Al Amezcua

Phone: [REDACTED] 2008 AUG 19 FAX: [REDACTED]

Priority: Respond Within Five Days

AZ CORP COMMISSION DOCKET CONTROL

Opinion No. 2008 - 70775 Date: 8/18/2008

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: First: Mary Last: Spargo

Account Name: Ron & Mary Spargo Home: (000) 000-0000

Street: [REDACTED] Work: (000) 000-0000

City: Pinedale CBR:

State: AZ Zip: 85934 is:

Utility Company: Mountain Glen Water Service, Inc.

Division: Water

Contact Name: [REDACTED] Contact Phone: [REDACTED]

Nature of Complaint:

8/18/08 Docketed under W-03875A-08-0421

Voice mail message from Mr. and Mrs. Spargo. They were calling the Arizona Corporation Commission to voice their opinion on the proposed rate increase by Mount Glen Water Service, Inc. The request of 35% is just too high especially for the snowbirds. The surcharge for a meter to just sit there is unjust. They ask the Commissioner not to grant an increase to the utility company.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

8/18/08 Written response mailed to Mr. and Mrs. Spargo

August 18, 2008

Arizona Corporation Commission DOCKETED

AUG 19 2008

DOCKETED BY [Signature]

RE: MOUNT GLEN WATER SERVICE, INC.

Dear Water Customer:

Your comments regarding the Mount Glen Water Service, Inc ("Mount Glen") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the Mount Glen application.

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request

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attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me toll free at (800) 222-7000.

Sincerely,

Alfonso Amezcua
Public Utilities Consumer Analyst II
Utilities Division
End of Comments

Date Completed: 8/18/2008

Opinion No. 2008 - 70775
